



Overpayments

If you receive an overpayment and must return the full amount paid by MassHealth for a particular claim or remittance advice, you must request that the payment be voided. Do not send a company check or return the original check received from the Department of the State Treasurer. Instead, deposit the check and follow the void procedures outlined below.

Please Note: If you have been notified by letter that MassHealth is performing a retrospective utilization review and peer review of services, please do not return overpayments for the period under review, as they cannot be accepted.

Reasons to Request a Void

- Payment was made to the wrong provider number.
- Payment was made for the wrong member.
- Payment was made for overstated services.
- Payment was made for services for which full reimbursement has been received from other payers.

How to Request a Void

Electronic Claims: If your claim was submitted electronically you can use the HIPAA-compliant format with the Void and Replace transaction, if applicable. Instructions on how to use this transaction are available in the applicable 837 Implementation Guide and the corresponding MassHealth 837 Companion Guide.

Paper Claims: To submit a void request on paper, use the Void Request Form (accessible from the “Provider Forms” link at www.mass.gov/masshealth) and attach a copy of the paper remittance advice (RA) or 835 RA printout, with the applicable claim lines circled in ink. If attaching a paper copy of the 835 RA, be sure to indicate the MassHealth invoice type on which the claim was originally paid. Send the Void Request Form and RA to:

MassHealth
Attn: Voids
P.O. Box 9118
Hingham, MA 02043

After the void request has been processed, voided claims will appear on a remittance advice and the total amount originally paid will appear as a negative amount. This amount will be deducted from payments until it is recovered.

Once the claim has been voided a corrected claim can be submitted, if applicable. Review your billing instructions regarding timelines, and if your corrected claims should be submitted to the 90 Day Waiver Unit.

How to Return a Partial Overpayment

Follow the applicable steps below to return a partial overpayment to MassHealth.

Electronic Claims: To submit an electronic 837 replacement claim, consult your implementation guide and the corresponding MassHealth companion guide for procedures. **Please Note:** You must submit a void and replace transaction at the same time to complete the adjustment.

Paper Claims: To submit an adjusted paper claim, consult your MassHealth billing instructions for adjustment procedures.